

GERMAN SPEAKING CUSTOMER SERVICE AGENT

THE ROLE

Betsson Group is a rapidly growing and well-established iGaming company. We are looking for a **German speaking Customer Service Agent** to join our award-winning Customer Service Team in sunny Malta. Working as a Customer Service Agent gives you a fantastic introduction to our business and a solid foundation for further development. As we are always on the lookout for candidates with a passion for customer service, we advise you to apply today. Don't live in Malta yet? No worries, we will help you with your relocation!

YOUR MAIN RESPONSIBILITIES AS A CUSTOMER SERVICE AGENT

- Helping our customers via e-mail, chat, telephone and being a representative externally towards our customers.
- You will also assist team leaders and shift leaders with reports on what is happening in the market.

REQUIREMENTS AND QUALIFICATIONS:

- Previous experience in customer service
- Fluent in both **German** and English – both spoken and written
- Over 18 years old and with a clean police record

As a person you are highly focused on customer service with the ability to provide the best possible service at all times. You have a positive attitude and the ability to take initiative and handle stress. You enjoy working in a team and are willing to work in a multicultural work environment. You are also ambitious and can imagine a future career in the iGaming industry.

HOW IS IT TO WORK AS A CUSTOMER SERVICE AGENT?

One of our Customer Service Agents describes the position as follows:

“The focus in this position is mainly soft skills as you handle customers in the kind of way so that they feel understood, cared for and appreciated. As with all kinds of jobs, it is hard to learn everything during the first week, but one quality that our office has is the will to help one another, and especially new agents. Even if you don't have experience from the gaming industry it is easy to learn. As a Customer Service Agent you get cared for, sometimes you almost feel a bit spoiled. Of course you will get to know if you do anything wrong, but in an educational way. This leads to a positive work environment and ensures that everyone feels at home.”

As a Customer Service Agent you are part of Betsson's Customer Service Team that consists of about 160 employees. Betsson's Customer Service is well recognized for its customer service excellence and we are proud to be on the top 50 companies list in the UK. As a Customer Service Agent you will be given deep knowledge about our products and customers which is a perfect foundation for further career development within the company. Betsson is a big company with over 1000 employees only in Malta, something which enables several career paths. For example, our Customer Team Manager, Head of Operations and VIP Team Leader all started their careers as a Customer Service Agent.

Find out more about life at Betsson here: <http://www.betssongroup.com/#meetourpeople>

PRACTICAL INFORMATION

This is a full time position beginning with a 6-month probation period. As for all our positions, this role includes an insurance package, vacation days, paid sick leave, free fruit, fitness subsidy after the probation period, Friday Beers at our international HQ and lunch three days a week when based at our office in St Julian. As Betsson Group is a well-established company in Malta you will enjoy several discounts in local stores and gyms.

- Start date: Every second week
- Salary: The salary consists of a ground salary and a bonus system
- Work hours: As a customer service agent you work shifts
- Location: Malta, St Julian's

We are offering a comprehensive relocation package to the successful candidate/s!

- Paid flight ticket to Malta
- Taxi to pick you up at the airport
- Relocation allowance
- 3 weeks' free accommodation in company apartment

TO APPLY

Please visit this link - <https://grnh.se/0ux1dq1>